

# Service Provider Expert Manual

## Introduction

The CJA eVoucher System is a web-based solution for submission, monitoring, and management of Criminal Justice Act (CJA) functions. The eVoucher program provides:

- Online submission of vouchers and authorizations by attorneys and experts.
- Line-item auditing of vouchers by judges and court staff.
- The ability to attach PDF documentation to vouchers and authorizations.
- Automatic email notification to attorney on approval or rejection of vouchers.
- Electronic transfer to the Circuit for excess approval.
- Panel management tools and reports for attorney appointments.
- Built-in reporting for budgeting and analysis.

## Browser Compatibility

- **Windows: Internet Explorer (IE) 8 or newer**
- **Apple Macintosh: Safari 5.1 or newer**
  - **Chrome, Mozilla Firefox, and other browsers may not be used with CJA eVoucher**

## Accessing the CJA eVoucher Program

You will be provided with information on how to access eVoucher. It is suggested that you bookmark it for easier access. Enter your username and password and click **Log In**.



## CJA eVoucher

Electronic Voucher Management System

### USER LOGIN Release 4.3

Existing user? Please log in.

Username:

Password:

**Log In**

[Forgot your login?](#)

**Notice:** This is a Restricted Web Site for Official Court Business only. Unauthorized entry is prohibited and subject to discipline by the Court and/or prosecution under Title 18 of the U.S. Code. All activities and access attempts are logged.

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**Users will be required to change their passwords within 30 days of the first time they log into eVoucher.**

Passwords must be at least eight characters in length and contain:

- One lower-case character
- One upper-case character
- One number
- One special character

If you forget your username or password, click the **Forgot your Login** hyperlink. Enter your username or email address and click **Recover Logon**.

**Forgot your Login?** Please tell us your username and/or email address. We will send you an email to reset your password.

Username:  and/or

Email:

## Profile

Your profile contains your login information, your contact information, as well as the billing information that will be used to pay for your services.

Home Operations Reports Links Help logout

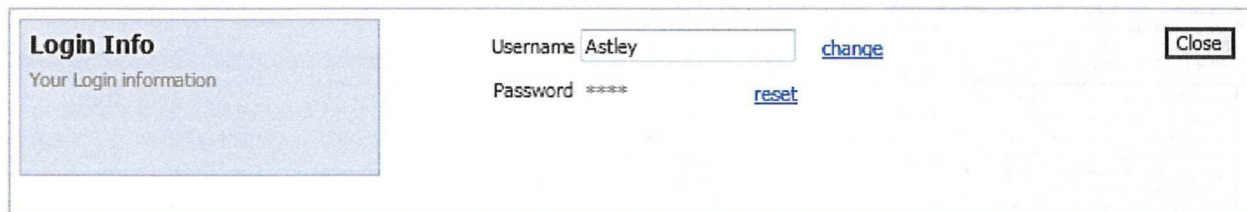
> Help > **My Profile** Welcome Abraham Astley (Expert)

<b>Login Info</b> Your Login information	Username: <b>Astley</b>	<input type="button" value="Edit"/>
<b>Expert Info</b> Your personal info	<p>Your Name: <b>Abraham Astley</b></p> <p>Your Contact Info: Phone: 210-555-3434 Fax: deadmail@support.aotc.uscourts.gov deadmail@support.aotc.uscourts.gov deadmail@support.aotc.uscourts.gov</p> <p>Your Address: 110 Main Street San Antonio, TX 78210 US</p>	<input type="button" value="Edit"/>
<b>Billing Info</b> List all available billing info records	<p>Your default billing info is: <b>Abraham Astley</b> Billing Code: 0101-0000002 110 Main Street San Antonio, TX 78210 - US Phone: 210-555-3434 Fax:</p>	<input type="button" value="Select"/> <input type="button" value="Add"/> <input type="button" value="Edit"/>
<b>Expert Specialties</b> List your assigned specialties	<p>Your current assigned specialties are: <b>[General]:</b> Chemist, Toxicologist</p>	<input type="button" value="Edit"/>

## Changing Your Password

You may change your password in your profile. You may access your profile from the home page by clicking the **My Profile** link to the right of the user profile picture. Or, you may select **My Profile** from the **Help** menu.

Click **Edit** on the right side of the **Login Info** section.



The screenshot shows a user profile section titled "Login Info" with the subtitle "Your Login information". To the right of this section are two input fields: "Username" with the value "Astley" and a "change" link, and "Password" with masked characters "\*\*\*\*" and a "reset" link. A "Close" button is located in the top right corner of the section.

**Passwords will expire every 180 days.**

To change your password, click **Reset**. Type the new password and retype it in the confirm field and click **Reset**. Click **Close** to exit the **Login Info** section.

## Expert Info

The **Expert Info** section of the profile contains your designation, name, and contact information. If any information is missing or incorrect, you can change your personal info by clicking **Edit** to the right of this section of the profile.

Only self-employed Service Providers must enter a social security number in the user profile, Company-employed service providers will need to enter their EIN. **Any changes to the social security number can only be made by an eVoucher administrator. If you need to make a change, you must contact your Court.**



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Expert Info	
Your personal info	
<b>SSN Instructions:</b> If you are a self-employed service provider, you are required to enter your Social Security Number in the SSN field.  If you are company-employed service provider only, do not enter your Social Security Number in the SSN field.	
<b>Payee Certification:</b> This message informs you that the Name and TIN entered are collected pursuant to IRS Guidelines that govern what information must be collected by the judiciary for payments made to non-employees and other entities for services provided and for purposes of issuing a Form 1099-MISC. You have provided this information under penalties of perjury and certify that: 1 - The number entered as my SSN or EIN is my correct taxpayer identification number; and 2 - I am a U.S. citizen, U.S. resident alien, or other U.S. person (a partnership, corporation, company, or association created or organized in the U.S. or under the laws in the U.S.).	
<b>* Required Fields</b>	
First Name * (If self-employed)	Middle Last Name
Abraham	Astley
<input type="checkbox"/> Inactive	
Tax Identification Number: * (If self-employed)	
SSN: 123-45-6788	
Confirm: 123-45-6788	
Main Email *	
deadmail@support.aotx.uscourts.gov	
2nd Email	
deadmail@support.aotx.uscourts.gov	
3rd Email	
deadmail@support.aotx.uscourts.gov	
Phone *	Cell Phone Fax
210-555-3434	
Address 1 *	City *
110 Main Street	San Antonio
Address 2	State * (US only) Zip * (US only)
	TEXAS 78210
Address 3	Country *
	UNITED STATES

Save  
cancel

## Billing Info

The billing information for your services is contained in the **Billing Info** section of the profile. If your personal information, address, and phone are correct, you can select the **Copy Address from Profile** check box. You will not be allowed to submit a voucher in CJA eVoucher without complete billing information. You may edit the billing info by clicking **Edit** to the far right of the **Billing Info** section of the profile.

Company-employed service providers are required to enter their name, email information, company's EIN, name, and payment address information in the billing information section of the user profile

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The screenshot shows a web form titled "Billing Info" with a sub-header "List all available billing info records". On the right side of the form, there are "Save" and "cancel" buttons. The form contains the following fields and options:

- \* Required Fields** (indicated by red text)
- Billing Type:**
  - ☒ Self-Employed
  - ☐ Company
- ☐ Copy Address from Profile
- Name: \***  
Abraham Astley
- Phone: \*** 210-555-3434 **Fax:** (empty field)
- Address 1: \*** 110 Main Street
- Address 2:** (empty field)
- Address 3:** (empty field)
- City: \*** San Antonio **State: \* (US only)** TEXAS **Zip Code: \* (US only)** 78210
- Country: \*** UNITED STATES

You may add additional billing records by clicking **Add**. You, or the attorney for whom you are providing services, must choose the billing information you wish to use when creating vouchers or authorizations.

Payments cannot be made if the social security number or EIN is missing from your profile. This is a requirement of the payment system with which eVoucher is interfacing.

The **Billing Info** section has added **Billing Type** radio buttons that include:

- **Self-Employed** - used when payments are made to the expert's social security number.
- **Company** - used when payments are made to a firm's EIN number.

Validations have been added to billing information to ensure the data is in the proper format to be sent to the payment system. If the data is not in the proper format, payments cannot be made. The system will alert you if there are problems with your billing information data. You will need to fix those problems before payments can be made. We ask that you access your profile and verify your social security number, add your social security number if it is not there (unless you are acting only as an associate on the system) and verify your billing information. **Please do this as soon as possible so there will not be an interruption in your payments.**

Please note that you will not be able to change your social security number or your EIN. Only an CJA Administrator will have rights to change social security numbers. **Also, remember to add new or additional billing records if your billing information changes. Do not edit the existing record.**

## Expert Specialties

The **Expert Specialties** section will list any specialties for which you are approved for eVoucher billing. If you are selected from the approved experts list, when vouchers or authorizations for service providers are created in eVoucher, the selection of your specialty will populate your name and billing information

# Service Provider Expert Manual

(with social security number/EIN masked). That specialty will also be checked on any of the CJA forms (CJA-21, CJA-24, or CJA-31) created in eVoucher.

## Expert Specialties

List your assigned specialties

Please, select what specialties apply to you:

### General

- ☐ Accountant
- ☐ Ballistics Expert
- ☐ CALR(Westlaw, Lexis, etc)
- ☒ Chemist, Toxicologist
- ☐ Computer (Hardware, Software, Systems)
- ☐ Computer Forensics Expert
- ☐ Documents Examiner
- ☐ Duplication Services
- ☐ Fingerprint Analyst
- ☐ Hair, Fiber Expert
- ☐ Interpreter Translator
- ☐ Investigator
- ☐ Jury Consultant
- ☐ Legal Analyst/Consultant
- ☐ LitigationSupport Services
- ☐ Mitigation Specialis
- ☐ Other
- ☐ Other Medical Expert
- ☐ Paralegal Services
- ☐ Pathologist, Medical Examiner
- ☐ Polygraph Examiner
- ☐ Psychiatrist
- ☐ Psychologist
- ☐ Voice, Audio Analyst
- ☐ Weapons Firearms Explosive Expert

### Transcript

- ☐ Court Reporter



# Service Provider Expert Manual

## Home Page and Navigation (menu)

The home page provides access to information about your cases and billing information which you submit, or the billing information the attorney submitted on your behalf.

The screenshot shows the home page of the Service Provider Expert Manual. At the top, there is a navigation bar with links: Home, Operations, Reports, Links, Help, and Logout. Below this, a welcome message reads "Welcome Teresa Trans". The main content area is divided into three sections: "My Documents", "My Submitted Documents", and "Closed Documents". Each section contains a table of documents. Callouts point to each section with labels: "My Documents", "My Submitted Documents", and "Closed Documents".

**My Documents**

Case	Defendant	Date Entered
1:14-CR-08806-CC	Beatriz Ramos (# 1)	04/09/2014
Start: 04/09/2014	Claimed Amount: 0.00	
End: 04/09/2014		
1:14-CR-08809-AA	Al Perez (# 1)	10/13/2015
Start: 01/01/1991	Claimed Amount: 0.00	
End: 01/01/1991		

**My Submitted Documents**

Case	Defendant	Type	Status	Date
1:13-CR-08810-FF	Jeffrey Gardner (# 1)	CJA-24	Submitted to Attorney	10/13/2015
Start: 10/13/2015	Claimed Amount: 42.90			
End: 10/13/2015				

**Closed Documents**

Case	Defendant	Type	Status	Date Entered
No rows have been recorded on the database				

### My Documents

The **My Documents** folder contains vouchers which have been created by you or for you by the attorney. They have not yet been submitted to the court for processing.

### My Submitted Documents

The **My Submitted Documents** folder contains documents which have been submitted to the court for processing.

### Closed Documents

The **Closed Documents** folder contains documents which have been completely processed.

# Service Provider Expert Manual

## The eVoucher menu

Home Operations Reports Links Help logout

Menu Bar Items	
Home	The eVoucher home page
Operations	Appointments you have been assigned
Reports	Selected reports you may run on your appointments
Links	Hyperlinks to CJA resources: forms, guides, publications, etc.
Help	Provides: <ul style="list-style-type: none"><li>• Another link to your Profile</li><li>• "Contact Us" e-mail</li><li>• Privacy Notice</li></ul>
Logout	Logs user off the eVoucher program

## Expert v. Expert Enter

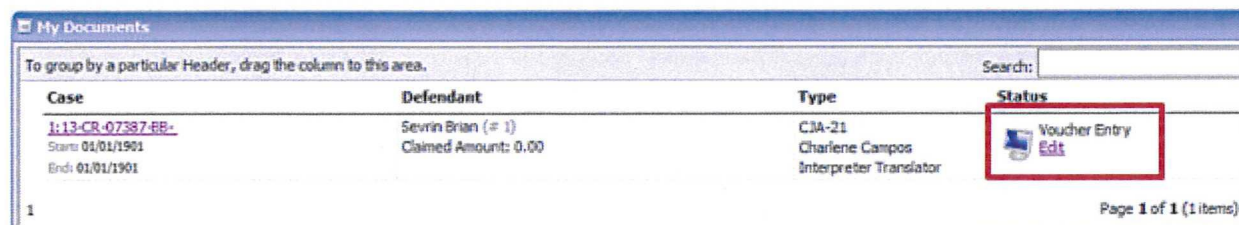
CJA eVoucher allows two designations for experts to complete the voucher: **Expert** and **Expert Enter**. All service providers for the DC Circuit have been given expert enter rights.


The **Expert Enter** role allows the expert to enter his or her services and expense on the voucher after the attorney has created it in eVoucher.

## CJA-21/31 Entry

The attorney will create the CJA-21 or CJA-31 voucher. If the expert selected is authorized to use eVoucher (**Expert Enter** rights), the attorney can choose to let the expert enter the services and expenses. The attorney should notify the service provider that the voucher has been created and is awaiting completion by the provider.

Log in to the eVoucher application. The voucher should appear in your **My Documents** folder on your home page.



To group by a particular Header, drag the column to this area.			
Case	Defendant	Type	Status
<a href="#">1:13-CR-07387-EB-</a> Starts: 01/01/1901 Ends: 01/01/1901	Sevrin Brian (# 1) Claimed Amount: 0.00	CJA-21 Charlene Campos Interpreter Translator	 Voucher Entry <a href="#">Edit</a>

Page 1 of 1 (1 items)

To enter your fees and expenses, click the **Edit** hyperlink under the **Status** column.

The Voucher will open to the **Basic Info** tab screen. The left panel will display a running summary of the services and expenses as they are entered and saved.



# Service Provider Expert Manual

Home Operations Reports Links Help Logout

**CJA-21**  
Voucher Entry  
  
Def.: Jeffrey Gardner  
  
[Link to CM/ECF](#)  
  
Voucher #:  
Start Date: 10/30/2015  
End Date: 10/30/2015  
  
Summary: \$0.00  
  
**Services**  
  
**Travel**  

Expense Type	Amount
Travel Miles	\$0.00
Travel Misc	\$0.00
<b>Totals</b>	<b>\$0.00</b>

  
**Expenses**  

Expense Type	Amount
FAX	\$0.00
Long Distance Charges	\$0.00
Photocopies	\$0.00
Postage	\$0.00
Other Expenses	\$0.00
<b>Totals</b>	<b>\$0.00</b>

  
**Tasks**  
  
[Link to Appointment](#)  
[Link to Representation](#)  
  
**Reports**

Basic Info Services Expenses Claim Status Documents Confirmation

### Basic Info

1. CIR. DIST. DIV. CODE 0101	2. PERSON REPRESENTED Jeffrey Gardner		VOUCHER NUMBER
3. MAG. DKT. DEF. NUMBER	4. DIST. DKT. DEF. NUMBER 1:13-CR-08810-1-FF	5. APPEALS DKT. DEF. NUMBER	6. OTHER DKT. DEF. NUMBER
7. IN CASE MATTER OF (Case Name) USA v Gardner	8. PAYMENT CATEGORY Felony (including pre-trial diversion of alleged felony)	9. TYPE PERSON REPRESENTED Adult Defendant	10. REPRESENTATION TYPE Criminal Case
11. OFFENSE(S) CHARGED 18:1035.F FALSE STATEMENTS RELATING TO HEALTH CARE MATTERS			
12. ATTORNEY'S NAME AND MAILING ADDRESS Forrest Fudd 110 Main Street San Antonio TX 78210 Phone: 210-834-8823		13. COURT ORDER <input type="checkbox"/> A Associate <input type="checkbox"/> C Co-Counsel <input type="checkbox"/> F Subs for Federal Defender <input checked="" type="checkbox"/> O Appointing Counsel <input type="checkbox"/> P Subs for Panel Attorney <input type="checkbox"/> R Subs for Retained Attorney <input type="checkbox"/> S Pro Se <input type="checkbox"/> T Retained Attorney <input type="checkbox"/> Y Standby Counsel  Prior Attorney's Name Appointment Dates Signature of Presiding Judge or By Order of the Court Fanny Farkle Date of Order 8/1/2013 Nunc Pro Tunc Date Repayment <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
14. LAW FIRM NAME AND MAILING ADDRESS			

**Payment Info**  
Preferred Payee: Abraham Astley  
**Abraham Astley**  
Billing Code: 0101-000002  
110 Main Street  
San Antonio, TX  
78210 - US  
Phone: 210-555-3434  
Fax:

« First < Previous **Next >** Last » Save Delete Draft

To enter your service fees and expenses, from the **Basic Info** screen, click the **Services** tab at the top of screen or click **Next** at the bottom of the screen.

Basic Info **Services** Expenses Claim Status Documents Confirmation

## Services

Date: 8/8/2014 Description:

Hours:  Rate:

Add Remove

\* Required Fields

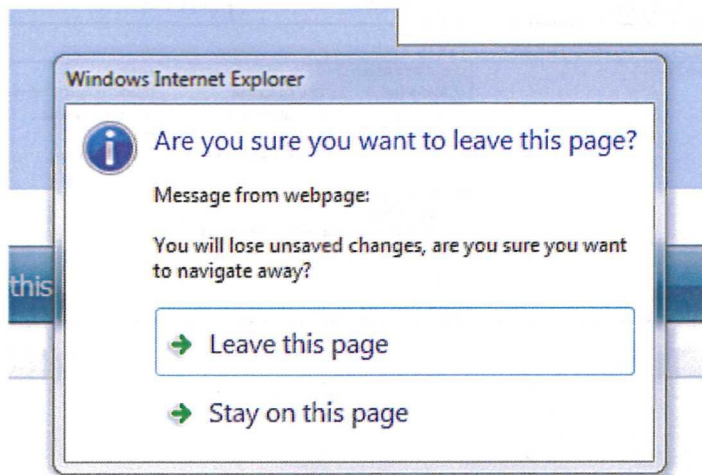
To group by a particular Header, drag the column to this area.

Date	Description	Hrs	Rate	Amt
No data				

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**Required fields are marked with a red asterisk.** Enter the date of the service, number of hours billed and the rate. A description of the service provided is required. Click **Add**.

You may continue to add additional entries until you have entered all of your service dates. There is no autosave feature in eVoucher – make sure to click **Save** after every few additions. You will be prompted to save if you try to navigate to another area within eVoucher.



To enter charges for any additional expenses, click the **Expenses** tab at the top of the screen or click **Next** at the bottom of the screen.



# Service Provider Expert Manual

Basic Info Services **Expenses** Claim Status Documents Confirmation

## Expenses

Date: 08/08/2014 \* Description: round trip travel to interpret for interview. \*

Expense Type: Travel Miles \* Miles: 56 \* at \$0.5600 per mile. Amount: 31.36

Add Remove

\* Required Fields

Drag a column to this area to group by it.

Expense Type	Date	Description	Mile	Rate	Amt
Travel Miles	08/08/2014	round trip travel to interpret for interview.	56	\$0.56	\$31.36

1 Page 1 of 1 (1 items)

Enter expenses and click **Add**. Be sure to save your items.

Basic Info Services Expenses **Claim Status** Documents Confirmation

## Claim Status

Start Date: 8/8/2014 \* End Date: 8/8/2014 \*

**Payment Claims**

☐ Final Payment

☐ Interim Payment (payment #)

☐ Supplemental Payment

\*\* Reminder: Please select the appropriate claim status.

\* Required Fields

The **Claim Status** tab will include the date range of your services. The dates default to the day of the creation of the voucher. **Ensure that the date range covers the days for which you are billing services and expense.**

Under **Payment Claims**, make a payment selection. Final payment indicates you will not be billing more on this particular appointment. Interim payments must be OK'd by the court but may be applicable for those involved in long cases. Supplemental payments cover forgotten charges discovered after final payment has been requested.



# Service Provider Expert Manual

Navigate to the **Documents** tab and attach any receipts, invoices, or documents as PDF documents. Label and describe the attachment in the description field and click **Upload** to attach the PDF documents.

Basic Info Services Expenses Claim Status **Documents** Confirmation

## Supporting Documents

**File Upload (Only Pdf files of 10MB size or less!)**

File  Browse...

Description

**Upload**

Description	Delete	View
No Attachments		

When you have entered all expenses and documents and are ready to submit the voucher, advance to the **Confirmation** tab. You will be able to review the summary of the voucher and can add any notes which will be available for the attorney and the court staff auditing the voucher.

Attention: The notes you enter will be available to the next approval level.

Public/Attorney Notes

☒ I swear and affirm the truth or correctness of the above statements

Date: 8/8/2014 15:41:0

**Submit**

<< First < Previous Next > Last >> Save Delete Draft

To submit the voucher, select the **"I swear and affirm..."** check box. This action will also date and time stamp the submission. The **Submit** button will become active. Click **Submit** to move the voucher forward to the attorney who must review your voucher before submitting it to the court.

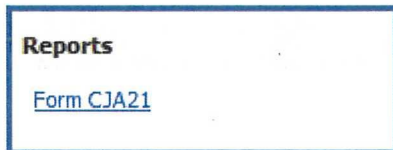
## Returned Vouchers

My Documents			
To group by a particular Header, drag the column to this area.			Search: <input type="text"/>
Case	Defendant	Type	Status
<a href="#">1:14-CR-08805-AA-</a> Start: 01/20/2009 End: 05/26/2010	Jebediah Branson (# 1) Claimed Amount: 215.00	CJA-21 Abraham Astley Interpreter/Translator	Voucher Entry 0101.0000030 FINAL PAYMENT
<a href="#">1:14-CR-08808-AA-</a> Start: 05/08/2014 End: 05/08/2014	Thomas Howell (# 1) Claimed Amount: 0.00	CJA-21 Abraham Astley Chemist, Toxicologist	Voucher Entry <a href="#">Edit</a>
1			Page 1 of 1 (2 items)

Should there be any issue with your voucher, the attorney may return the voucher to you for correction or additional documentation. Any voucher returned to you will appear with a gold-yellow background. Often the return of the voucher will be accompanied by an email explaining the circumstances. Additionally, you can examine the attorney notes on the **Confirmation** page to find additional direction.

## Printing a Form CJA21

Should you wish to print a copy of your submission, from the left-hand panel, click the **Form CJA21** link to print a standard version of the voucher.



Any reports the expert may have access to will be displayed in the **Reports** section. Click on the **Reports** menu item to see which reports are accessible.

